

**REPORT TO: COMMUNITIES COMMITTEE ON 13 APRIL 2010**

**SUBJECT: HOUSING SERVICE IMPROVEMENT PRIORITIES 2010/11**

**BY: DIRECTOR OF COMMUNITY SERVICES**

**1. REASON FOR REPORT**

- 1.1 This report presents proposed Service Improvement priorities for housing in 2010/11 for Committee approval.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to the Council's housing functions.

**2. RECOMMENDATION**

**2.1 It is recommended that the Communities Committee:-**

- (i) approves the Service Improvement priorities for the Housing Service in 2010/11; and**
- (ii) notes that quarterly monitoring reports will be presented to future meetings.**

**3. BACKGROUND**

- 3.1 Annually, Departments complete a Service Improvement Plan. In addition to Housing Services, the Community Services Departmental Improvement Plan covers Children and Families and Community Care. As these activities do not fall within the remit of the Communities Committee, this report simply presents the priorities proposed for Housing Services in 2010/11.

**4. PRIORITIES PROPOSED**

- 4.1 **APPENDIX I** provides details of the priorities proposed for 2010/11. These continue to reflect the broad priorities included within the Single Outcome Agreement and housing strategies and focus on increasing the supply of affordable housing, tackling homelessness, improving housing quality and improving service quality. The priorities also reflect the actions identified within the Improvement Plan agreed with the Scottish Housing Regulator following its inspection of the Council's housing services in 2008/09.
- 4.2 On 2 March 2010, the Policy and Resources Committee agreed the timescales for implementation of Designing Better Services (DBS) programme (paragraphs 9 and 10 of the Minute refers). The Housing Service will be one of the first services to implement the Designing Better Services (DBS) programme in the Council, being programmed for tranche 2, running from April to November 2010. The Policy and Resources Committee recognised that implementation of the DBS Programme would require services to

concentrate resources on the associated work involved in the transition whilst maintaining service delivery.

- 4.3 Consequently, the two key questions asked of the improvement priorities for 2010/11 are –

- must we do this?
- must we do it now?

As an example of this, the Housing Sub Committee on 5 March 2010 agreed that the three yearly Tenant Survey scheduled for 2010 could be deferred until 2011 (paragraph 4 of the Minute refers).

- 4.4 Officers believe that the remaining priorities proposed for 2010/11 are actions that cannot be deferred, given their strategic importance and compliance with deadlines set by the Scottish Government or the Scottish Housing Regulator.

## 5. **SUMMARY OF IMPLICATIONS**

### **(a) Corporate Development Plan/Community Plan/Service Improvement Plan**

This report reflects the priorities identified in the Single Outcome Agreement and the Local Housing Strategy.

### **(b) Policy and Legal**

There are no policy or legal implications arising from the above.

### **(c) Resources (Financial, Risks, Staffing and Property)**

There are currently no resource implications arising from the proposed Improvement Plan for 2010/11.

### **(d) Consultations**

Consultation on the Housing Service Improvement priorities has been carried out with the Corporate Management Team, the Director of Community Services and senior managers in the Housing Service.

## 6. **CONCLUSION**

- 6.1 **This report presents Service Improvement priorities for housing in 2010/11. These reflect priorities for action identified within the Single Outcome Agreement and the Local Housing Strategy. They also reflect the commitment of the Council to the Designing Better Services (DBS) Programme and that the Housing Service is implementing DBS for a significant part of 2010/11.**

ITEM:

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Signature: \_\_\_\_\_

Date : 31 March 2010

Designation: Chief Housing Officer

Name: Jill Stewart